

## FIONA MILLER MAKEUP ARTIST LTD CORONAVIRUS (COVID-19) POLICY & PROCEDURES

The purpose of this policy is to reduce the risk to clients and myself of contracting coronavirus (COVID-19) whilst receiving services from/performing services for Fiona Miller Makeup Artist.

Author: Fiona Miller , Business Owner Date of Issue: 08/07/2020

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### Definitions

Company: Fiona Miller Makeup Artist

Service(s): Any of the services provided by the Company, as listed on the website  
<https://www.fionamillermakeup.co.uk/>

Staff: Any person providing Service(s) on behalf of the Company. Client: The main recipient of the Service(s).

Agreement: The agreement between the Client and the Company, confirmed by email, for provision of the Service(s).

Event: The occasion and venue where the Service(s) will be provided by the Company.

Party: Persons in addition to the Client requiring Service(s) at the Event.

Contact: Contact with another person. Includes, but is not limited to, any of the following:

- Living in the same household, regardless of whether 2-metre social distancing has been adhered to, or personal protective equipment (PPE) was worn by either person.
- Face-to-face contact within the home address for any length of time, with persons who do not live in the household, regardless of whether 2-metre social distancing has been adhered to, or PPE was worn by either person.
- Being within 2 metres for any length of time, with persons outside of the home address, regardless of whether PPE was worn by either person.

Coronavirus: SARS coronavirus-2 (SARS-CoV-2) which can result in the disease COVID-19. Guests: Attendees at the Event who are not members of the Party.

Studio: Woodmands Corner, No3 Trescobeas Road, Falmouth, TR11 4JE

Symptoms: Symptoms of Coronavirus including but not limited to:

- High temperature – feeling hot to touch on the chest or back.
- New/Persistent/Dry cough - coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours.
- Shortness of breath.
- Extreme exhaustion.
- Diarrhoea and vomiting.
- Muscle pain.
- Loss of sense of smell and/or taste, or things smell or taste different to normal.

(Although it is accepted that sometimes there are no Symptoms present in an infected person)

## 1. Purpose

- 1.1. To ensure that the Company remains up to date with protocols for reducing the risk of transmitting Coronavirus whilst providing Service(s) to Clients and members of the Party.
- 1.2. To meet the legal requirements of:
  - 1.2.1. The Health Protection (Coronavirus) Regulations 2020 insofar as they apply.
  - 1.2.2. The Guidance issued by HM Government from time to time relating to the Service(s) carried out by the Company.

## 2. Scope

2.1. The Policy is to be followed by:

- 2.1.1. All Staff.
- 2.1.2. The Client.
- 2.1.3. Members of the Party.
- 2.1.4. Guests.

## 3. Objectives

3.1. To ensure that safe, effective procedures are in place for Staff, the Client, members of the Party and Guests in order to limit the spread of Coronavirus.

## 4. Policy

4.1. The Company recognises that the Coronavirus pandemic is a fast-moving situation. As professional makeup artists and hairstylists, ensuring robust infection control practices and business continuity plans form part of the appropriate management and running of the Company. The Company will follow this policy and requires the Client, members of the Party and Guests to also do so. In the event that the Client, members of the Party and/or Guests refuse to follow this policy, the Company may refuse to provide

the Service(s) and any payments received up to that point for provision of the Service(s) may be retained by the Company at the Company's discretion.

## 5. Company's Responsibilities to Reduce the Risk of Contracting or Spreading Coronavirus through the Provision of Service(s)

1. 5.1. It is not possible to provide makeup and/or hairstyling services whilst maintaining a 2- metre distance from the Client/members of the Party. The distancing is designed to prevent transmission of Coronavirus through breathing in droplets containing the virus emitted through coughing, sneezing and/or breathing.
2. 5.2. Direct Contact. In order for the Company to minimise the risk of Staff contracting or spreading Coronavirus through direct contact and in order to protect the Client/members of the Party, Staff shall:
  1. 5.2.1. Take the temperature of the Client/members of the Party if they deem it necessary, using a touch-free thermometer, before providing the Service(s) and show the reading to the Client/members of the Party, confirming the absence of high temperature/fever.
  2. 5.2.2. Wear personal protective equipment (PPE), the type of which is at the discretion of the individual Staff member and may include:
    - A face covering and/or clear visor.
    - Gloves.
    - An apron or gown.
    - All disposable PPE is to be disposed of into a waste container with a lid or sealable bag after the Service(s) have been completed on an individual Client/member of the Party.  
Reusable PPE is to be removed and placed in a sealable plastic bag after the Service(s) have been completed on an individual Client/member of the Party. If an apron or gown is not worn during provision of the Service(s) then the upper garments will be changed once the Service(s) have been completed.
  3. 5.2.3. Avoid touching their face whilst providing the Service(s).
  4. 5.2.4. Avoid touching their mobile phone and any other personal items whilst providing the Service(s).
  5. 5.2.5. Spend only the minimum amount of time possible, which is necessary to complete the Service(s), within 2 metres of the Client/member of the Party.
  6. 5.2.6. Avoid touching the Client/member of the Party unless performing a process which is necessary to provide the Service(s).
  7. 5.2.7. Only accept payment by card if payment is required on the day that the Service(s) are performed.
  8. 5.2.8. Practice respiratory hygiene, including but not limited to:
    - Using a tissue when coughing or sneezing, and immediately disposing of the same in a waste container with a lid, then washing the hands.
    - Coughing or sneezing into the inside of a bent elbow.

9. 5.2.9. Practice hand hygiene, including but not limited to washing hands with soap and water for a minimum of 20 seconds:
    - Before leaving the home address.
    - On arrival at the Event.
    - Before and after using the toilet.
    - Before commencing the Service(s) on the Client and/or members of the Party.
    - Before putting on gloves and/or any other PPE.
    - After touching the face with bare hands.
    - After removing PPE.
    - Where it is not practicable or possible to wash hands, the Staff member shall instead use a hand sanitiser, containing a minimum of 70% alcohol, and apply fastidiously to all areas of the hands.
  10. 5.2.10. Remain vigilant for Symptoms.

In the event that the Staff member believes that they may have become infected with Coronavirus, or is informed that someone with whom they have been in Contact in the past 14 days has may have become infected with Coronavirus, they shall:

    - Follow the advice of the UK National Health Service and UK Government, namely:
      - Stay at home for 7 days from the 1<sup>st</sup> date of symptoms.
      - Stay at home for 14 days from the 1<sup>st</sup> date of symptoms of a person who lives at the same home address as the Staff member.
    - Make contact via phone call, text message or email with everyone whom the Staff member has been in Contact with in the past 14 days, to inform them that they should also follow the advice above.
- 5.3. Indirect Contact. In order for the Company to minimise the risk of Staff contracting or spreading Coronavirus through indirect contact and in order to protect the Client/members of the Party, Staff shall always:
1. 5.3.1. Ensure that all surfaces and touch points in the Studio/Staff member's workstation at the Event, as well as their makeup and/or hairstyling kit, including but not limited to door handles, chairs and mirrors are cleaned with an appropriate anti-viral cleaning fluid prior to and after providing the Service(s) to each Client/member of the Party.
  2. 5.3.2. Practice makeup kit hygiene by:
    - Using one set of makeup brushes on one Client/member of the Party only, then placing them into a sealed plastic bag until they can be cleaned using an appropriate anti-viral cleaning fluid.
    - Using disposable makeup tools where possible.

- Scooping makeup products onto a disposable palette or using a fresh brush for each application in order to reduce the risk of cross- contamination through “double dipping”.
- Using disposable wipes and towels.

#### 5.3.3. Practice hairstyling kit hygiene by:

- Using one set of contact hair tools (for example but not limited to, brushes and combs) on one Client/member of the Party only, then placing them into a sealed plastic bag until they can be cleaned using an appropriate anti-viral cleaning fluid.
- Using spray or pump products where possible in order to reduce the risk of cross-contamination through “double dipping”.
- Using disposable towels.
- Minimising the use of hairdryers wherever possible.
- Cleaning heated contact styling tools between each Client/member of the Party using an appropriate anti-viral cleaning fluid.

4. 5.4. The Staff member shall endeavour to create a safe working space for themselves and the Client/member of the Party by opening as many doors and windows as possible to increase ventilation.
5. 5.5. The Staff member shall not eat or drink during the provision of the Service(s), except for water from a plastic bottle if required, the outside of which will be cleaned as per section 5.3.1.

## 6. Client/Member of Party’s Responsibilities to Reduce the Risk of Contracting or Spreading Coronavirus through the Provision of Service(s)

1. 6.1. The Client/member of the Party acknowledges that it is not possible to receive the Service(s) without the Staff member being within 2 metres of them.
2. 6.2. Direct Contact. In order for the Client/member of the Party to minimise the risk of themselves contracting or spreading Coronavirus through direct contact and in order to protect the Staff member and other members of the Party, the Client/member of the Party shall always:
  1. 6.2.1. Allow the Staff member to take their temperature, if requested, to confirm the absence of fever before commencing work on the Service(s).
  2. 6.2.2. Wear a face covering, if requested to by the Staff member, whilst receiving the Service(s). The face covering should only be removed upon instruction of the Staff member as and when required to complete provision of the Service(s). The Client/member of the Party shall bring their own face covering; however, the Staff member will have spare disposable face coverings should they be required.
  3. 6.2.3. Avoid touching their face whilst the Service(s) are being provided.
  4. 6.2.4. Avoid touching their mobile phone and any other personal items whilst the Service(s) are being provided.

5. 6.2.5. Spend only the minimum amount of time possible, which is necessary for the Service(s) to be provided, within 2 metres of the Staff member and refrain from touching them.
6. 6.2.6. Make any payments required by card only.
7. 6.2.7. Practice respiratory hygiene, including but not limited to:
  - Using a tissue when coughing or sneezing, and immediately disposing of the same in a waste container with a lid, then washing the hands.
  - Coughing or sneezing into the inside of a bent elbow.
8. 6.2.8. Practice hand hygiene, including but not limited to washing hands with soap and water for a minimum of 20 seconds:
  - Before leaving the home address.
  - On arrival at the Event.
  - Before and after using the toilet.
  - Before receiving the Service(s).
  - Before putting on gloves and/or any other personal protective equipment (PPE).
  - After touching the face with bare hands.
  - After removing PPE.
  - After provision of the Service(s) has been completed.

Where it is not practicable or possible to wash hands, the Client/member of the Party shall instead use a hand sanitiser, containing a minimum of 70% alcohol, and apply fastidiously to all areas of the hands.

9. 6.2.9. Remain vigilant for Symptoms.  
In the event that the Client/member of the Party believes they may have been infected with Coronavirus, or is informed that someone with whom they have been in Contact with in the past 14 days has or may have become infected with Coronavirus, they shall inform the Staff member as soon as possible.

6.3. Indirect Contact. In order for the Client/member of the Party to minimise the risk of themselves contracting or spreading Coronavirus through indirect contact and in order to protect the Staff member and other members of the Party, the Client/member of the Party shall always:

1. 6.3.1. Comply with all instructions given to them by the Staff member in relation to where to walk, stand and sit in order to receive the Service(s).
2. 6.3.2. Agree to the doors and windows remaining open for ventilation during provision of the Service(s).

6.4. The Client/member of the Party shall not eat or drink during the provision of the Service(s), except for water from a bottle if required, which they will keep in their possession.

## 7. Administrative Procedures to Reduce the Risk of Contracting or Spreading Coronavirus Between the Staff Member and Client/Member of Party at Trial Sessions, Makeup Lessons and Special Occasion Bookings

In order to reduce the time spent together by the Staff member and the Client/member of the Party during the provisions on the Service(s), the preceding administrative procedures will be followed.

1. 7.1. A questionnaire shall be sent to the Client.  
<https://www.fionamillermakeup.co.uk/health-check-questionnaire/> It is required that this be completed and returned to the Company at least 12 hours before the scheduled booking for provision of the Services, if the booking is for the Client only. If Service(s) are to be provided for members of the Party, it is required that the questionnaire be completed and returned by the Client to the Company 7 days before their scheduled booking. The Company will then send all members of the Party a similar questionnaire. The Client/member of the Party is obligated to advise the Company or a Staff member immediately if any of the responses have changed once their questionnaire has been submitted. In the event that a questionnaire is not returned within the timeframes specified above the Agreement may be cancelled, and the fee paid may be retained, at the Company's discretion.
2. 7.2. The Staff member shall confirm to the Client and any members of the Party, upon receipt of the questionnaire, that neither they nor any members of their household have shown Symptoms in the past 14 days and that they have not knowingly had Contact with anyone who has shown Symptoms or been confirmed as having contracted Coronavirus in the past 14 days.
3. 7.3. The Company regrets that it is not possible for the Client and/or any members of the Party to invite any guests to their scheduled booking. All bookings will be scheduled so that appropriate social distancing can be maintained at the Studio or venue where the Service(s) is/are to take place.
4. 7.4. Any pre-booking consultations may take place over video call in the week prior to the scheduled booking.
5. 7.5. On arrival at the Studio, the Client/members of the Party may be requested to put on a face covering before being admitted inside. If the Client/member of the Party does not have a suitable face covering, they will be able to take one from a supply provided by the front door.
6. 7.6. If the scheduled booking is to take place outside of the Studio, the Client/member of the Party shall put on their face covering before admitting the Staff member inside.
7. 7.7. The Staff member may advise the Client/member of the Party where to walk, stand and sit during the booking.
8. 7.8. The Staff member shall make hand sanitiser available for the Client/member of the Party during the booking.

9. 7.9. In the event that the Client/member of the Party requires the use of the toilet facilities, or to wash their hands, at the Studio, they will be directed by the Staff member. Client(s)/Member(s) of the Party will always be required to apply hand sanitiser,

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containing a minimum of 70% alcohol, to all areas of the hands after visiting the toilet.

This will be made available for scheduled bookings at the Studio.

7.10.Refreshments will not be provided at the Studio and the Client/member of the Party is

requested not to consume any during the booking, except for water from a plastic bottle they have brought themselves.

## 8. Administrative Procedures to Reduce the Risk of Contracting or Spreading Coronavirus Between the Staff Member and Client/Member of Party During Wedding Day Bookings

1. 8.1. A questionnaire shall be sent to the Client.  
<https://www.fionamillermakeup.co.uk/health-check-questionnaire/> It is required that this be completed and returned to the Company at least 12 hours before the Event, if the Service(s) are to be provided for the Client only. If Service(s) are to be provided for members of the Party, it is required that the questionnaire be completed and returned by the Client to the Company 7 days before the Event. The Company will then send a similar questionnaire before the Event to all members of the Party for whom Service(s) are to be provided at the Event. The Client/member of the Party is obligated to advise the Company or a Staff member immediately if any of the responses have changed once their questionnaire has been submitted. In the event that a questionnaire is not returned within the timeframes specified above the Agreement may be cancelled, and the fee paid may be retained, at the Company's discretion.
2. 8.2. The Staff member shall confirm to the Client and all members of the Party, upon receipt of the questionnaires, that neither they nor any members of their household have shown Symptoms in the past 14 days and that they have not knowingly had Contact with anyone who has shown Symptoms or been confirmed as having contracted Coronavirus in the past 14 days.
3. 8.3. The Staff member requires that 2-metre distancing be strictly applied between themselves and all other persons in the vicinity that are not receiving Service(s) at the time. The number of persons in the vicinity should be kept to a minimum number.
4. 8.4. The Artist requires the following in order to maintain a safe working space for themselves and the Clients;
  - 8.4.1 A separate room with good ventilation to work in that remains free from all other clients and guests, save the Client on whom the Artist is working.



8.4.2 In the event that this is absolutely not possible, then this should be discussed with the Artist who will strictly enforce the 2 metre distancing rules with Clients on whom she is not working. In these circumstances, no guests will be allowed into the room in which the Artist is working.

## 9. Circumstances in Which Service(s) Cannot be Provided

9.1. It is at the Company's discretion as to whether Service(s) can be provided to the Client/members of the Party where:

1. 9.1.1. The Client/member of the Party has knowingly had Contact with someone who has shown Symptoms within the last 14 days.
2. 9.1.2. The Client/member of the Party has knowingly had Contact with someone who themselves has knowingly had Contact with a person who has shown Symptoms within the last 14 days.
3. 9.1.3. The Client/member of the Party is or has been advised to be shielding.
4. 9.1.4. The Client/member of the Party has been found to be untruthful or has not returned their questionnaire within the timeframes specified in sections 7.1 and 8.1.

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9.1.5. The Client/member of the Party is deemed by the Staff member to be showing Symptoms on the day of the scheduled booking/Event.

2. 9.2. Where the circumstances in section 9.1 come to the attention of the Staff member in advance of the scheduled booking/Event, the Staff member shall contact the Client to discuss the matter and attempt to find a workable solution. If one cannot be found the Staff member may not, at their discretion be able to provide all or part of the Service(s) within the Agreement and any fees paid may be retained at the discretion of the Company.
3. 9.3. Where the circumstances in section 9.1 come to the attention of the Staff member on the day of the scheduled booking/Event, the Staff member shall not be able to continue with provision of the Service(s) within the Agreement and any fees paid will be retained. The Staff member may either not attend or immediately leave the venue where the Service(s) are to be provided, or request that the Client/member of the Party leaves immediately. The Company expects a level of honesty and integrity from the Client, members of the Party and Guests.

## 10. Coronavirus Infections or Exposure

10.1. There is a continuing duty of care placed on the Staff member and the

Client/members of the Party to immediately notify each other if they believe that they may have or have been in Contact with someone who is showing Symptoms within the last 14 days.

10.2. In the event that up to 14 days after the scheduled booking/Event the Client/member of the Party starts to show Symptoms, or becomes aware that they came into contact with someone showing Symptoms within 14 days before the scheduled booking/Event, they must inform the Company immediately, regardless of whether they themselves have developed Symptoms.

10.3. Where the notification described in section 10.2 has been received, or the Staff member has otherwise reason to believe that they themselves, or someone that they have come into Contact with within the last 14 days, is showing Symptoms, the following shall apply.

10.3.1. The Staff member shall immediately notify all persons they have provided Service(s) to within the last 14 days.

10.3.2. Confidentiality as per GDPR shall remain in place to ensure that the personal details of anyone who the Staff member has been contacted by shall remain confidential.